



Job Title: Member Services Coordinator
Status: Full Time, Exempt; Benefits Eligible
Reports to: Senior Manager Member Services

The Arizona Food Bank Network (AzFBN) is a 501(c)(3) nonprofit organization looking for a committed, community-minded person who values our vision of a hunger-free Arizona to join our small but mighty team.

Position Description:

If you are interested in working with a diverse group of individuals to get food to those in need this job may be for you! This role will support our member food banks in a variety of areas including logistics of moving food throughout the state, coordination of produce donations from Arizona to the Feeding America national network. This individual will also support the evolution of our member services program to meet food banks' changing needs while building relationships across the food bank network.

Primary Responsibilities:

- Proactively engage with member food banks on a daily basis, utilizing various communication channels including email, text, and phone calls, to ensure efficient and effective coordination of services.
- Analyze and interpret monthly reporting data, providing actionable insights and recommendations to enhance operational efficiency and member satisfaction.
- Spearhead the coordination of food purchasing activities, meticulously reconciling invoices and fees to ensure accuracy and compliance with financial protocols.
- Oversee the end-to-end process of fulfilling member food bank orders, ensuring timely and accurate delivery of requested items while maintaining optimal inventory levels.
- Manage and optimize the Fusionware platform, serving as the primary point of contact for troubleshooting, system enhancements, and user training initiatives.
- Conduct regular audits of received pounds from member food banks, implementing corrective measures as needed to streamline processes and minimize discrepancies.
- Maintain and update production calendars with meticulous attention to detail, facilitating seamless coordination of activities and resource allocation.
- Facilitate meetings and serve as a key contributor in strategic discussions, leveraging virtual collaboration tools such as Zoom, Teams, and Google Meet to ensure productive outcomes.
- Coordinate travel logistics for the Member Services team, including scheduling accommodations, transportation, and itinerary planning to support efficient and cost-effective operations.
- Provide on-the-ground support through occasional travel to food banks, offering hands-on assistance and fostering strong relationships with key stakeholders.

Minimum Qualifications for Education, Training and Experience:

A well-qualified candidate will have strong interpersonal and communication skills, ability to gather complex data, and knowledge of warehousing, distribution and/or transportation. A Bachelor of Arts or Science and business or non-profit experience is required.

Other desired attributes:

- Proficient in Microsoft Office Suite, especially Excel and Outlook.
- Experience with scheduling, ordering, and fulfillment platforms.
- Experience with logistics and transportation.
- Excellent time management skills and the ability to prioritize work.
- Attention to detail and problem-solving skills.
- Excellent written and verbal communication skills.
- Strong organizational skills with the ability to multi-task.



- A strong commitment to the AzFBN's vision and mission.
- Demonstrated ability to work with a diverse group of people in a team approach to achieve successful results.
- Ability to gather information from a variety of sources, plan, organize and effectively present concepts and recommendations to groups.
- Experience with current and emerging technology including Excel and database platforms.
- Desire to work in a changing program and support in its growth.
- Ability to maintain positive working relationships with a variety of stakeholders and constituents.
- Demonstrate strong initiative and problem-solving ability.
- Ability to work with a customer/donor focus.
- Ability to work occasionally outside of regular office hours and on weekends to support in logistics coordination during peak produce season.
- Valid Arizona driver's license and willingness to travel routinely within the state.

Salary Range: \$51,000 to \$58,000 depending upon experience. AzFBN offers a full benefits package including health, dental, vision, life insurance, unlimited PTO, a hybrid work environment.